



Work and Life Skills Support Officer

Part-time 25 hours per week, 5 hours per day Monday-Friday, Salary £25,880.00 pro rata per annum, 7% employer pension contribution, 25 days' annual leave plus bank holidays

ABOUT LAUNCHPAD

Launchpad provides vital information and support for vulnerable individuals, couples and families in Reading who do not have a stable place to live or are at risk of losing their home. It was founded as a soup kitchen in 1979 by students at the University of Reading, the charity now provides a holistic service that works in three ways – we prevent homelessness, provide homes and rebuild lives. We are now seeking a Floating Support Officer to join our team within Reading.

THIS ROLE

Key Responsibilities

- Administer the delivery of in-house and external activities, and ensure that the programme of events meets the diverse needs of clients
- Be the initial point of contact for enquiries and referrals and provide an initial assessment of clients' interests identifying skills gaps, needs and aspirations and SMART goals
- Assist with ensuring the activities have a mix of life skills, wellbeing, educational or vocational focus, with the aim of building clients' confidence to become independent within the community
- Assist with the monitoring, evaluation and scheduling of courses based on the needs of clients and the community by gathering feedback
- Verify rosters, attendances and other requirements at the conclusion of courses and check with tutors to determine clients' successful completion of courses, adding to InForm
- Collate activity session plans, learning resources and promotional materials created by tutors; provide input into the content of plans as required
- Once agreed by the LSC, devise a calendar of monthly activities and communicate these to maximise the utilisation of activities, eg by distributing promotional materials. Recommend ideas for news releases

- When agreed, draw up and provide course participants, trainers and venue administrators with event information, resources and handouts for training events.
- Responsible for supporting Volunteers, Tutors and Student placements as required
- Work with the LSC to track progress against action plans and outcome stars with the clients and tutors monthly, identifying issues and making appropriate changes or adapting goals, liaising with relevant support workers or agencies
- Collaborate with clients to collate feedback that will inform and shape in-house training and activities that meet their needs
- Be the first point of contact (by email, phone etc.) for any general 135 queries from colleagues, agencies
- Communicate updates and developments of in-house activities to colleagues, agencies and clients as required using a variety of methods
- Support with the recruitment of appropriately skilled volunteers to support and deliver in-house activities and take responsibility for their induction
- Collaborate with a team of volunteers and student placements to enhance the service

We are looking for a candidate who is:

- Professional, approachable, confident and empathetic whilst maintaining appropriate boundaries
- Resilient to deal with challenging people and maintain motivation levels
- Experienced in multi-agency working and managing a caseload of clients
- Experienced in dealing with clients with mental health issues, substance misuse issues, or working with offenders.

To read the full role profile click [here](#) To apply for this role click [here](#)

The closing date for applications is Monday 23rd March 2026. Interviews will take place throughout this period, so we encourage you to apply early to avoid disappointment!

Launchpad reserves the right to modify, withdraw, or close this job posting at any time without prior notice.

Whilst appointments will always be made on the merits of the application and performance in the selection process, Launchpad is committed to achieving greater diversity, inclusion and equity in our workforce – and actively encourages and welcomes applications regardless of sex, gender, race, age, sexuality, beliefs or disability. If you require any adjustments to the application, recruitment or selection procedure, please contact our HR team.